Canadian Patents Database

(12) Patent Application:

(11) CA 2408553

(54) METHÓD/APPARATUS FOR ENABLING PURCHASERS TO OBTAIN RETURN INFORMATION TO RETURN PRODUCTS VIA ON LINE TRANSACTIONS

(34) PROCEDE ET APPAREIL PERMETTANT AUX ACHETEURS DE PRODUITS D'OBTENIR DES INFORMATIONS EN MATIERE DE RENVOI ET D'INTIER DE RETOURS DE PRODUITS PAR LE BIAIS D'UNE CONNEXION RESEAU EN LIGNE

View or Download Images



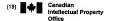
ABSTRACT:

An electronic registration system facilitates authorized product returns and reduces the incidence of improper returns. A retailer sales associate is prompted to enter individual product identification information such as an individual serial number. This individual product identification information is then stored in a data base along with the date on which the product was sold and an appropriate UPC code, SKU number or manufacturer code. A check digit algorithm may be used to verify the serial number prior to storage. A sales receipt may be imprinted with at least the date of the transaction and the serial number. When a product is returned, the retailer may crossreference the serial number on the product with that on the receipt to verify the sales receipt. Otherwise, the database may be searched for pertinent sales information. A customer may also access a return authorization engine via the Internet to obtain return approval, an authorization number, return instructions, etc. to reduce retailer hassle.

CLAIMS: Show all claims

*** Note: Data on abstracts and claims is shown in the official language in which it was submitted.

(72) <u>Inventors</u> (Country):	KOON, DAVID G. (United States) SHOECRAFT, CASSANDRA B. (United States) JUNGER, PETER J. (United States)	
(73) Owners (Country):	NINTENDO OF AMERICA INC. (United States)	
(71) Applicants (Country):	NINTENDO OF AMERICA INC. (United States)	
(74) Agent:	SMART & BIGGAR	



Office de la Propriété Intellectuelle du Canada (11) CA 2 408 553

(13) **A1**

An Agency of Industry Canada Un organisme d'Industrie Canada (40) 22.11.2001 (43) 22.11.2001

(12)		
(21)	2 408 553	(51) Int. Cl.7: H04L 12/16, G06F 17/60
(22)	08.05.2001	(85) 08.11.2002
		(86) PCT/US01/14694
		(87) WO01/088831
(30)	60/203,933 US 12.05.2000	(72)
(71) NINTENDO OF AMERICA INC., 4820 - 150th Ave. N.E., REDMOND, XX (US).		KOON, DAVID G. (US). JUNGER, PETER J. (US). SHOECRAFT, CASSANDRA B. (US).
	(74) FURMAN & KALLIO	

⁽⁵⁴⁾ PROCEDE ET APPAREIL PERMETTANT AUX ACHETEURS DE PRODUITS D'OBTENIR DES INFORMATIONS EN MATIÈRE DE RENVOI ET D'INITIER DES RETOURS DE PRODUITS PAR LE BIAIS D'UNE CONNEXION RESEAU EN LIGNE

⁽⁵⁴⁾ METHODIAPPARATUS FOR ENABLING PURCHASERS TO OBTAIN RETURN INFORMATION TO RETURN PRODUCTS VIA ON LINE TRANSACTIONS

Canadian Intellectual Property Office

CA 2408553 A1 2001/11/22 21 2 408 553

Un organisme An agency of d'Industrie Canada Industry Canada

(12) DEMANDE DE BREVET CANADIEN CANADIAN PATENT APPLICATION (13) A1

(86) Date de dépôt PCT/PCT Filing Date; 2001/05/08 (87) Date publication PCT/PCT Publication Date: 2001/11/22 (85) Entrée phase nationale/National Entry: 2002/11/08

(86) N° demande PCT/PCT Application No.; US 2001/014694

(87) N° publication PCT/PCT Publication No.: 2001/088831 (30) Priorité/Priority: 2000/05/12 (60/203,933) US

(51) Cl.Int.7/Int.Cl.7 H04L 12/16. G06F 17/60 (71) Demandeur/Applicant:

NINTENDO OF AMERICA INC., US (72) Inventeurs/Inventors:

JUNGER, PETER J., US; SHOECRAFT, CASSANDRA B., US; KOON, DAVID G., US

(74) Agent: FURMAN & KALLIO

(54) Titre: PROCEDE ET APPAREIL PERMETTANT AUX ACHETEURS DE PRODUITS D'OBTENIR DES INFORMATIONS EN MATIERE DE RENVOI ET D'INITIER DES RETOURS DE PRODUITS PAR LE BIAIS D'UNE CONNEXION RESEAU EN LIGNE

(54) Title: METHOD/APPARATUS FOR ENABLING PURCHASERS TO OBTAIN RETURN INFORMATION TO RETURN PRODUCTS VIA ON LINE TRANSACTIONS

(57) Abrégé/Abstract:

An electronic registration system facilitates authorized product returns and reduces the incidence of improper returns. A retailer sales associate is prompted to enter individual product identification information such as an individual serial number. This individual product identification information is then stored in a data base along with the date on which the product was sold and an appropriate UPC code, SKU number or manufacturer code. A check digit algorithm may be used to verify the serial number prior to storage. A sales receipt may be imprinted with at least the date of the transaction and the serial number. When a product is returned, the retailer may cross-reference the serial number on the product with that on the receipt to verify the sales receipt Otherwise, the database may be searched for pertinent sales information. A customer may also access a return authorization engine via the Internet to obtain return approval, an authorization number, return instructions, etc. to reduce retailer hassle.



